

Utility Disconnections

Know your rights and responsibilities

All energy utility customers are responsible for paying for the service used. Wisconsin rules provide utilities with a variety of tools to address non-payment such as negotiating a deferred payment agreement. Customers who cannot reach an agreement with their utility company are encouraged to contact the Public Service Commission's Consumer Affairs office for assistance.



Public Service Commission – Consumer Affairs

Toll free: 1-800-225-7729

Madison area: 608-266-2001

Disconnections Allowed

Wisconsin utilities may disconnect service for a variety of reasons:

- Failure to pay for the service provided at the current address,
- Failure to pay a balance owed from a previous address,
- Failure to pay a deposit request or a deferred payment agreement,
- Failure to provide information needed for the application process,
- Failure to provide utility personnel access to utility equipment, interfering with proper metering of service, reconnecting own utility service or for any unsafe or dangerous situation that exists.

Steps for Disconnection

Utilities are required to follow certain steps before disconnecting service:

- Mail or deliver a dated notice to the customer with the disconnection date, reason for disconnection, utility contact information, how to contact the Public Service Commission, and that service will be continued for up to 21 days with documentation of a medical or protective service emergency.
- Attempt to personally contact the customer prior to disconnection.

Heating Moratorium Ends April 15

A Wisconsin rule, adopted in 1984, prohibits utilities from disconnecting natural gas and electric service during the winter months, between November 1 and April 15. After April 15, utilities are not required to provide heat to customers who have not paid their bills and if payment arrangements have not been made. Customers who are in arrears need to contact their local utility to avoid possible disconnections.

Contact Your Local Utility

Utility customers who have fallen behind in payments over the winter and have not secured a payment plan are encouraged to contact their local utility.

Xcel Energy	800-895-4999
Alliant Energy	800-862-6222
We Energies	800-842-4565
Wisconsin Public Service Corporation	800-450-7260
Madison Gas & Electric Company	608-252-7144

Governor Doyle Signs \$6 Million Emergency Heating Assistance Package

Governor Doyle recently signed legislation to help up to 40,000 more working families pay their heating bills.

A family who earns up to 175 percent of the federal poverty level (up to \$33,862 for a family of four) may be eligible for assistance.

Consumers who need help paying their heating bills can request assistance through Governor Jim Doyle's Energy Help Initiative.

Energy Help

1-800-522-3014

<http://energyhelp.wi.gov>